



# **CONSOLIDATED MAIL OUTPATIENT PHARMACY (CMOP)**

## **USER MANUAL**

Version 2.0

April 1997

(Revised April 2006)



## Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists “All,” replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

Date	Revised Pages	Patch Number	Description
04/2006	v-viii, 30, 41-42, 46-50, 50a-b, 126, 137	PSX*2*48	HIPAA NCPDP Global Project: Updated Table of Contents; Updated “Functionality for Returning Med to Stock” verbiage; Updated View Prescriptions Example to include ECME Activity and Reject Logs; Updated Print from Suspense options and reflowed text onto following pages; Added Third Party Electronic Claims Submission of CMOP Prescriptions; Added ECME transmission to the Flow Chart for Processing a CMOP Transmission in Appendix D; Added example of an “e-Pharmacy CMOP Not Transmitted Rx List Message” to Appendix E. (S. Spense, PM; M. Newman, Tech. Writer)
10/2003	24, 24a	PSX*2*41	Updated example for scheduling of auto-transmissions.
09/2002	Title Page; i-(ii); 65-66.	PSX*2*34	Updated Title Page and Revision History; modified description of Unreleased Rx’s Report to include new sort and print options.  Formatting change unrelated to the patch: Header for example of Rejected Messages Report moved to same page as body of report.
05/2002	Title Page; i-viii; (61)-62; 67-(68).	PSX*2*32	Updated Title page; added Revision History page and renumbered Preface and Table of Contents pages; added new CMOP DRUG Cost Missing report; and amended Facility Activity Report description to add time range. Screen captures on updated pages re-formatted to new standards.
12/1997			Original Released User Manual.

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## Release Medication

The pharmacist uses the *Release Medication* option at the time the prescription is filled and ready to be given to the patient. This option is batch processed by the pharmacist. This option decreases the inventory, updates certain fields in the global, and generates a copay action if it is applicable to the prescription. Communication is made with the Integrated Funds Control, Accounting, and Procurement (IFCAP) and Medical Care Cost Recovery (MCCR) software to generate copay charges. IFCAP and MCCR software handle patient billing, tracking of charges, and payments received.

If a prescription has any status other than Active or Refill the user will be given one of the following error messages: Prescription has a status of (status) and is not eligible for release, prescription was deleted, improper barcode format, or non-existent prescription.

If you release a prescription and receive a message that the partial prescription was released and there is a refill that has not been released, you must re-enter the prescription number.



This is a mandatory function that **must** be used by the pharmacy.

### \*\*\*Information\*\*\*

There exists a possibility that a patient can lose credit for a fill/refill. If a fill/refill is released and then returned to stock, the fill/refill **cannot** be re-released. The fill/refill is lost and is charged against the total number of fill/refills for this prescription.

## CMOP Functionality for Release Medication

A CMOP Rx originally suspended for transmission to the CMOP may be released using this option, **if and only if**, it has been printed locally. CMOP Rx's marked Queued for Transmission, Loading for Transmission, or Transmission Completed may **not** be released using this option. Transmitted Rx's are automatically released by a background process once dispense information is returned from the host facility. Inventory is not decreased for CMOP dispensed prescriptions.

## **Returning Medication to Stock**

The *Return to Stock* option functionality is used when a prescription has been released, but has been refused, not picked up, or not given to the patient for some reason. Comments can be entered to explain why the medication was returned to stock.

A prescription can only be returned to stock if the prescription status is Active, Cancelled, Expired, or Released. If the prescription is **not** released, there is no need to return it to stock. This function increases the inventory so that a more current inventory level is maintained by the Outpatient Pharmacy package.

This option also removes a copay charge if it is applicable to the prescription. It is highly recommended that you use this option.

### **\*\*\*Information\*\*\***

There exists a possibility that a patient can lose credit for a fill/refill. If a fill/refill is released and then returned to stock, the fill/refill cannot be re-released. The fill/refill is lost and is charged against the total number of fill/refills for this prescription.

## ***CMOP Functionality for Return Medication to Stock***

Prescriptions dispensed by the CMOP can be returned to stock at the medical center.

## View Prescriptions

With this option the user can view on screen the most complete information available for a specific prescription. The activity log lists the date, reason, prescription reference (Rx Ref), the initiator of the activity, and comments. The label log lists the date, prescription reference (Rx Ref), the person who printed it, and comments. Prescriptions in a Deleted status cannot be viewed.

### CMOP Functionality for View Prescriptions

CMOP information related to this Rx has been added to the information displayed. The CMOP event log lists the date, prescription reference (RX REF), CMOP status, the CMOP, and comments.

### Example: View Prescriptions

Select Outpatient Pharmacy Manager Option: **RX** (Prescriptions)

Select Rx (Prescriptions) Option: **V**iew Prescriptions

VIEW PRESCRIPTION: **383021** FAMOTIDINE 20 MG TAB

Rx View (Active) Sep 23, 2005@16:30:13 Page: 1 of 1  
 CMOPPATIENT10,TEN  
 PID: 000-00-1165 Ht(cm): \_\_\_\_\_ (\_\_\_\_\_)  
 DOB: JAN 1,1965 (40) Wt(kg): \_\_\_\_\_ (\_\_\_\_\_)
 -----

Rx #: 383021\$e  
 Orderable Item: FAMOTIDINE TAB  
 CMOP Drug: FAMOTIDINE 20 MG TAB  
 \*Dosage: 20MG  
 Verb: TAKE  
 Dispense Units: 1  
 Noun: TABLET  
 \*Route: ORAL  
 \*Schedule: 6  
 Patient Instructions:  
 SIG: TAKE ONE TABLET BY MOUTH 6  
 Patient Status: OPT NSC  
 Issue Date: 09/09/05 Fill Date: 09/10/05  
 Last Fill Date: 09/10/05 (Mail, Transmitted)  
 Last Release Date: Lot #:  
 Expires: 09/10/06 MFG:  
 Days Supply: 1 QTY (TAB): 1  
 # of Refills: 11 Remaining: 11  
 Provider: CMOPPROVIDER2,TWO  
 Routing: Mail  
 Copies: 1  
 Clinic: Not on File  
 Division: KENAI VA CBOC (463GB)  
 Pharmacist:  
 Patient Counseling: NO  
 Remarks:  
 Finished By: CMOPPHARMACIST3,THREE  
 Entry By: CMOPPHARMACIST3,THREE Entry Date: 09/09/05 08:41:23  
 Original Fill Released: Routing: Mail  
 Press RETURN to continue or "^" to exit: **<RET>**

## Remote Medical Center

### Refill Log:

#	Log Date	Refill Date	Qty	Routing	Lot #	Pharmacist
=====						
There are NO Refills For this Prescription						

### Partial Fills:

#	Log Date	Date	Qty	Routing	Lot #	Pharmacist
=====						
There are NO Partial for this Prescription						

### Activity Log:

#	Date	Reason	Rx Ref	Initiator Of Activity
=====				
1	09/09/05	SUSPENSE	ORIGINAL	CMOPPHARMACIST3,THREE
Comments: RX Placed on Suspense for CMOP until 09-10-05				
2	09/09/05	PROCESSED	ORIGINAL	CMOPPHARMACIST3,THREE
Comments: Transmitted to LEAVENWORTH CMOP				

Press RETURN to continue or "^" to exit: <RET>

### Copay Activity Log:

#	Date	Reason	Rx Ref	Initiator Of Activity
=====				
There's NO Copay activity to report				

### Label Log:

#	Date	Rx Ref	Printed By
=====			
There are NO Labels printed.			

### ECME Log:

#	Date	Rx	Ref	Initiator Of Activity
=====				
1	09/09/05@16:22:04	ORIGINAL		CMOPPHARMACIST3,THREE
Comments: Submitted to ECME: CMOP TRANSMISSION (NDC: 20233-0344-33)				

### ECME REJECT Log

#	Date/Time	Rx Ref	Reject	STATUS
=====				
1	9/09/05@16:24:14	ORIGINAL	DRUG UTILIZATION REVIEW	UNRESOLVED

### CMOP Event Log:

Date/Time	Rx Ref	TRN-Order	Stat	Comments
=====				
09/09/05@0944	Orig	2686-1	TRAN	

Press RETURN to continue or "^" to exit: <RET>

VIEW PRESCRIPTION: <RET>

Select Rx (Prescriptions) Option: <RET>

## Suspense Functions

The *Suspense Functions* option produces a menu that allows the user to print or delete various entries in the RX SUSPENSE file (#52.5) and print out statistics about entries in the RX SUSPENSE file (#52.5). This file contains prescription labels that have been suspended for printing at a later time. Each prescription label has an associated suspense date which is the fill or refill date.

Copayment only affects this option in the “background”. If a prescription has a copayment charge and is placed in the RX SUSPENSE file (#52.5), the copayment document is printed and a charge is generated when the label prints.

- \*Change Suspense Date*
- Count of Suspended Rx's by Day*
- \*Delete From Suspense File*
- Log of Suspended Rx's by Day (this Division)*
- \*Print From Suspense File*
- \*Pull Early From Suspense*
- \*Reset and Print Again*

\* These options from Outpatient Pharmacy V. 6.0 have been modified for CMOP.

### Change Suspense Date

This option allows the pharmacist to change the suspense date for a specific prescription. The new suspense date becomes the fill/refill date automatically. With this option the pharmacist is also able to delete a specific prescription from suspense.

### *CMOP Functionality for Change Suspense Date*

For CMOP prescriptions, suspense dates are changed, the Rx is “unmarked” for transmission for the original date, and then “marked” for transmission for the new suspense date. The user is **not notified** that the suspense date change was for a CMOP Rx.

## **Delete From Suspense File**

This option allows the manager to delete from the RX SUSPENSE file (#52.5) the records of all the prescriptions which have already been printed prior to the user specified number of days. This specified number of days must be set from 7 to 90 days at the “DAYS PRINTED RX STAYS IN 52.5” prompt in the *Site Parameter Enter/Edit* option. The task is set to run every 7 days at the user specified time. The user may also requeue or dequeue this task using this option. Once a prescription is deleted from suspense, it cannot be reset for reprinting.

### ***CMOP Functionality for Delete From Suspense File***

CMOP prescriptions will not be deleted from the RX SUSPENSE file (#52.5) during the data transmission process.

## **Print From Suspense File**

This option allows the pharmacy manager or pharmacist to print labels for the RX SUSPENSE file (#52.5). Labels are printed through the designated date plus the site parameter specified number of days to be pulled from suspense. There must be at least one prescription to be printed for that patient on or before the print date.

A short profile for every patient for whom you are printing a label for a new prescription is also printed if your site parameters are set for this profile.

### ***CMOP Functionality for Print From Suspense File***


A date range is selected and “scanned ahead” for a pre-selected number of days to collect all entries on patients for this transmission. “Days to print from suspense” is currently a site parameter in Outpatient Pharmacy Version 6.0.

Selecting the *Print From Suspense File* option displays the following for users who hold the CMOP security keys, PSXCMOPMGR and PSX XMIT:


- 1 - Initiate Standard CMOP Transmission
- 2 - Initiate CS CMOP Transmission
- 3 - Print Current Division - Standard CMOP from Suspense
- 4 - Print Current Division - CS CMOP from Suspense
- 5 - Standard Print from Suspense

Select (1, 2, 3, 4, 5):


1-Initiate Standard CMOP Transmission will gather (Non-Controlled Substances) CMOP data “Queued for Transmission” for the selected date range and transmit to the CMOP. The sender will receive a “Transmission Confirmation” message via MailMan when the data transmission is completed.

 Prior to transmitting, the data will be screened for exceptions (window, tradename, non-CMOP, Refill-Too-Soon/DUR rejects, etc.). (See CMOP Transmission Process for additional information.)


2-Initiate CS CMOP Transmission will gather Controlled Substances CMOP data “Queued for Transmission” for the selected date range and transmit to the CMOP. The sender will receive a “Transmission Confirmation” message via MailMan when the data transmission is completed.

 Prior to transmitting, the data will be screened for exceptions (window, tradename, non-CMOP, Refill-Too-Soon/DUR rejects, etc.). (See CMOP Transmission Process for additional information.)


3-Print Current Division - Standard CMOP from Suspense gathers Non-Controlled Substances data for the selected date range and prints the labels. NO DATA will TRANSMIT to the CMOP. Drugs or items for all labels printed should be filled locally. All usual outpatient prompts will be displayed.

 The entries are automatically sorted by Patient name and the “SORT BY PATIENT NAME OR ID#: (P/I)” prompt is not displayed.

4-Print Current Division - CS CMOP from Suspense gathers Controlled Substances data for the selected date range and prints the labels. NO DATA will TRANSMIT to the CMOP. Drugs or items for all labels printed should be filled locally. All usual outpatient prompts will be displayed.

 The entries are automatically sorted by Patient name and the “SORT BY PATIENT NAME OR ID#: (P/I)” prompt is not displayed.

5-Standard Print from Suspense will print all labels for Rx's NOT 'Queued to Send' for the selected date range. All usual outpatient prompts will be displayed.

 Combinations of the selections presented above are allowed with the exception of 1,2 or 2,1.

## Pull Early From Suspense

This option is used by the pharmacy manager, pharmacist, or the technician to pull a specific prescription or all prescriptions for a patient from the RX SUSPENSE file (#52.5) early.

### *CMOP Functionality for Pull Early From Suspense*

A CMOP prescription can be pulled from suspense only if the CMOP INDICATOR is set to "Queued for Transmission." The prescription is marked as printed and the CMOP INDICATOR reset to "Printed Locally." The Rx is **not** transmitted to the CMOP and the user is **not notified** that a CMOP prescription was printed.

## Reset and Print Again

This reset/reprint option allows the manager to reset the RX SUSPENSE file (#52.5) so that labels that have already been printed once can be printed again. This routine is useful if certain portions of the previously printed labels are unusable.



This option **only** resets for the date range specified by the user. The DAYS TO PULL FROM SUSPENSE site parameter is **not** taken into consideration during reset.

Labels are printed through the date selected by the user.

A short profile for every patient for whom you are printing a label for a new prescription may also be printed if your site parameters are set for this profile.

### *CMOP Functionality for Reset and Print Again*

Selecting the *Reset and Print Again* option displays the following only to users who hold the CMOP security keys, PSXCMOPMGR and PSX XMIT:

- 1-Reset CMOP and Transmit
- 2-Reset CMOP and Print Again
- 3-Standard Reset and Print Again

Select (1,2,3): 1    Reset CMOP and Transmit

1-Reset CMOP and Transmit resets CMOP entries which have "printed but not transmitted" for the selected date range. The user is prompted for a date to transmit through and the transmission is queued.

Are you sure you want to continue? NO//



Yes - Resets CMOP data and transmits to the CMOP.

No - Exits.

Select (1,2,3): 2    Reset CMOP and Print Again

2-Reset CMOP and Print Again resets and prints labels for CMOP entries which have been printed by the *Print CMOP from Suspense* option and have not transmitted. There is **no data transmitted** to the CMOP. The Rx's for the labels printed must be filled locally.

Are you sure you want to continue? NO//

Yes-Resets CMOP data and prints labels.

No-Exits.

Select (1,2,3): 3

3-Standard Reset and Print Again resets and prints all outpatient labels not "Queued for Transmission" and usual outpatient prompts are displayed.



No provision is made to allow print of labels for CMOP data which has already "transmitted."

## Update Patient Record

The *Update Patient Record* option allows the user to add a new patient to the system or to update the current patient information in the computer.

### *CMOP Functionality for Update Patient Record*

New functionality to this option has been added to decide at a patient level whether a patient's Rx's will be transmitted to the CMOP.

### Example: Update Patient Record

Select Outpatient Pharmacy Manager Option: UPDATE Patient Record  
Select Patient: CMOPPATIENT3,ONE                      02-23-74                      000579013

CMOPPATIENT3,ONE	ID#:	000-57-9013
123 OAK STREET	DOB:	FEB 23,1974
PLANO	PHONE:	5555555555
TEXAS 75024	ELIG:	

WEIGHT(Kg):	HEIGHT(cm):
DISABILITIES:	

ALLERGIES:

ADVERSE REACTIONS:

Remote Medical Center

SOCIAL SECURITY NUMBER: 000579013// ^

>>PHARMACY PATIENT DATA<<

CAP: SAFETY// <RET>

MAIL: DO NOT MAIL// ??

This field is used to:

A) Determine whether this patient's Rx's are to be sent to the CMOP, or retained for local distribution. If 2-4 are selected, none of this patient's Rx's will be transmitted to the CMOP.

B) Select what the mail priority is. The CMOP choices are limited to (0) REGULAR and (1) CERTIFIED. Local mail may be designated (3) LOCAL - REGULAR or (4) LOCAL - CERTIFIED. The 'DO NOT MAIL' code (2) may be used to ensure that the patient's Rx's are not mailed.

Choose from:

- 0 REGULAR MAIL
- 1 CERTIFIED MAIL
- 2 DO NOT MAIL
- 3 LOCAL - REGULAR MAIL
- 4 LOCAL - CERTIFIED MAIL

MAIL: DO NOT MAIL// <RET>

DIALYSIS PATIENT: <RET>

MAIL STATUS EXPIRATION DATE: ??

Examples of Valid Dates:

JAN 20 1957 or 20 JAN 57 or 1/20/57 or 012057

T (for TODAY), T+1 (for TOMORROW), T+2, T+7, etc.

T-1 (for YESTERDAY), T-3W (for 3 WEEKS AGO), etc.

If the year is omitted, the computer uses the CURRENT YEAR.

This field places a time limit on the 'Do Not Mail', 'Local - Regular Mail' and 'Local - Certified Mail' conditions in the 'MAIL' field.

If a date is placed in this field and the software detects that the date the Rx is processed is greater than the date in the field (past the expired date) a default value of 'Regular Mail' will be assumed for the 'MAIL' field.

NOTE: The actual value of the 'MAIL' field will not be changed by the software, but can only be modified by a user editing the 'MAIL' field.

MAIL STATUS EXPIRATION DATE: T (FEB 24, 1997)

NARRATIVE: <RET>

PATIENT STATUS: SC// ^

## Third Party Electronic Claims Submission of CMOP Prescriptions

Patch PSX\*2\*48 modifies the CMOP application to submit electronic claims for prescriptions that are transmitted to CMOP centers to be filled and dispensed remotely. All the prescriptions that are ready to be included on the batch to be transmitted to CMOP are first transmitted to the third party insurance. Once this step is completed, the system waits 60 seconds, plus an additional 15 seconds for each prescription that was transmitted to the third party payer, with a maximum wait of 2 hours. This process will affect the existing CMOP functionality in two ways:

- 1) If a response from the third party payer is not received within the timeout time described above, the prescription is skipped and remains in the queue for the next CMOP transmission. A MailMan message containing all the prescriptions in this category is generated at the end of the process, and is transmitted to all the holders of the PSXMAIL security key. If no users on the system have this key, the message is sent to all the users holding the PSXCMOPMGR security key.
- 2) If the third party payer rejects the claim due to a DUR or a Refill Too Soon finding, the prescription is not sent to CMOP and remains in the queue to be transmitted in the next transmission. The prescription will not be transmitted to CMOP until the reject is resolved by the user through the Outpatient Pharmacy V. 7.0 application. Two new options have been created for the pharmacy users to resolve these rejects:

*Third Party Payer Rejects – Worklist* [PSO REJECTS WORKLIST]

*Third Party Payer Rejects - View/Process* [PSO REJECTS

VIEW/PROCESS]

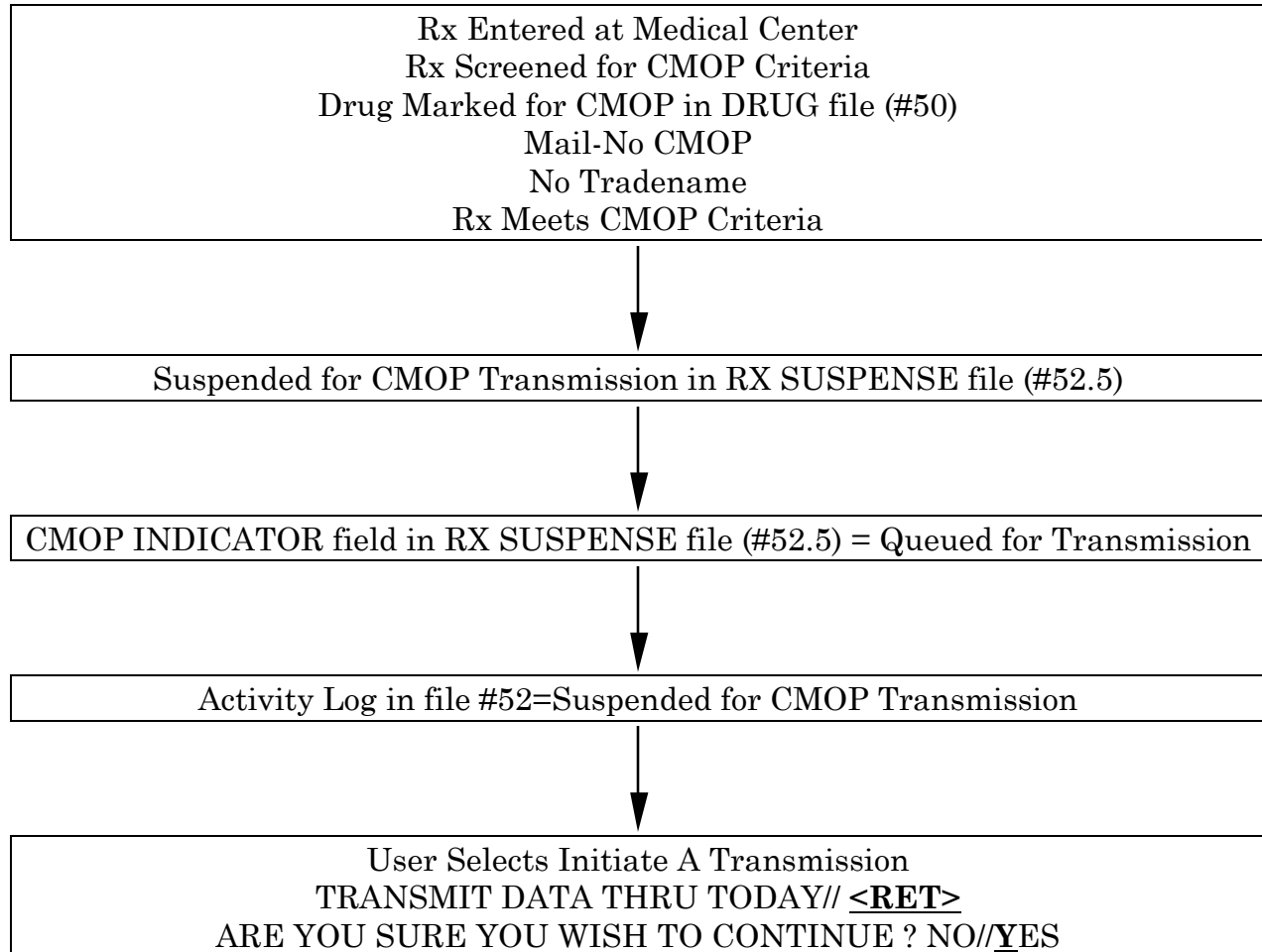
The above options reside in the new *ePharmacy Menu* [PSO EPHARMACY MENU] option, which can be found under the *Rx (Prescriptions)* [PSO RX] option.

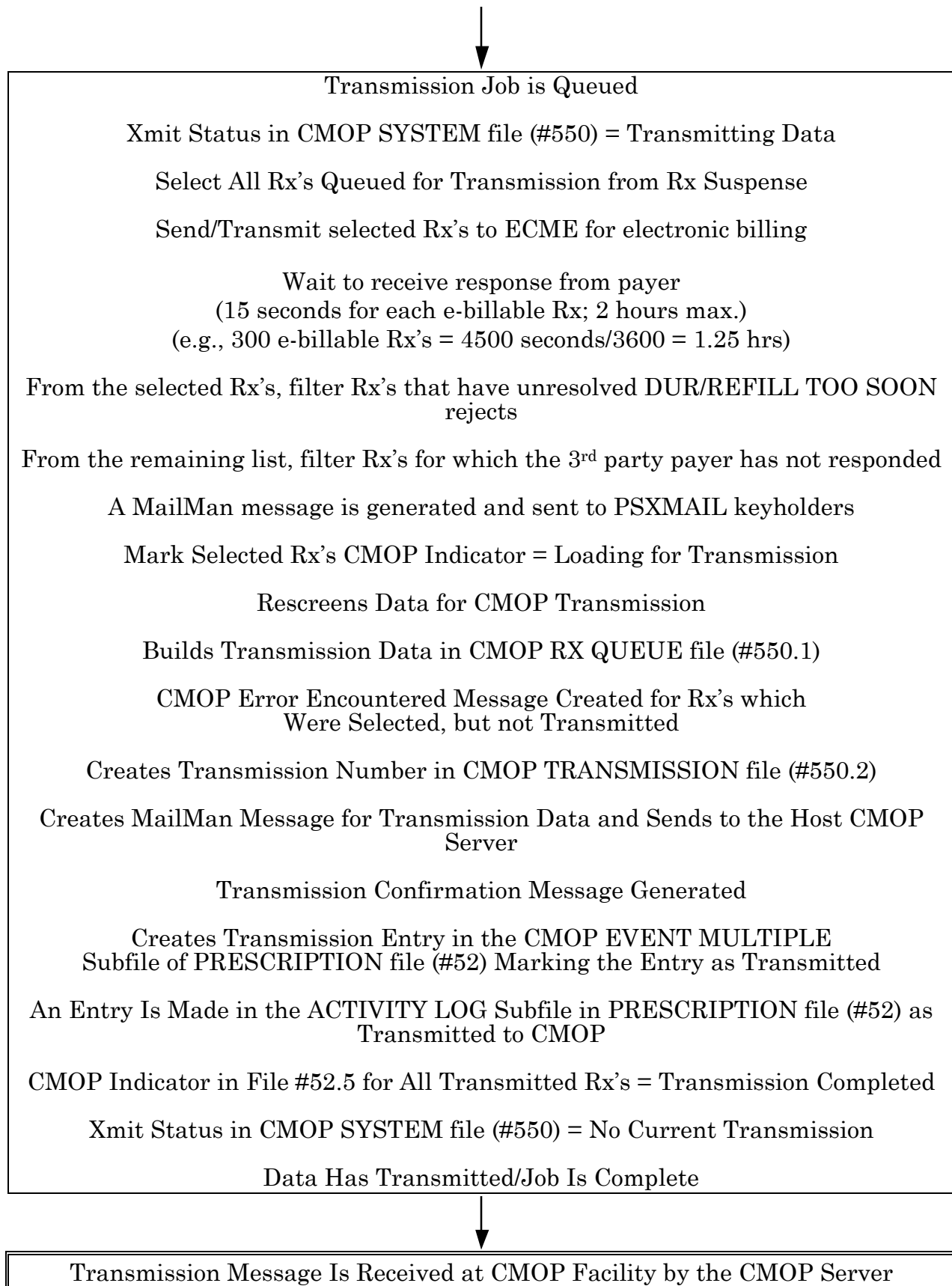


## Appendix D: Flowchart for Processing a CMOP Prescription

A single line border indicates that the action is a MEDICAL CENTER ACTIVITY.

A double line border indicates that the action is a HOST CMOP ACTIVITY.





Subj: CMOP Recovery Message BIRMINGHAM, AL. [#3288] 21 Feb 97 10:29 CST

11 Lines

From: <POSTMASTER@BAB.ISC-BIRM.VA.GOV> in 'IN' basket. Page 1 \*\*NEW\*\*

The last CMOP transmission did not complete properly. The data for this transmission will be sent to the CMOP during the next transmission for that division.

If you have scheduled auto transmissions for CMOP, please check to see that they are still scheduled for the correct time.

This message is just a notification that problems were detected with the last transmission and that the data was sent to the CMOP facility for processing. If you are getting this message frequently, please contact your IRM staff. Otherwise there is not anything that you need to do.

11. The e-Pharmacy **CMOP Not Transmitted Rx List Message** lists all e-billable prescriptions for which no response has been received from the third party payer. The prescriptions listed have not been transmitted to CMOP, and remain in the CMOP queue.

Subj: ePharmacy - CMOP Not TRANSMITTED Rx List [#3971] 07/18/05@17:20 24 lines

From: POSTMASTER In 'IN' basket. Page 1

The prescriptions listed below are third party electronically billable. They have not been transmitted to CMOP because they have been submitted to third party payer but we have not received a response regarding these prescriptions yet. The prescriptions will remain in the CMOP queue to be transmitted in the next transmission if the response from the third party payer has been received.

Division: ALASKA VA HSRO

RX#/Fill	PATIENT(LAST4SSN)	DRUG	FILL DATE
909262/1	CMOPPATIENT11,ONE (0011)	DRONABINOL 2.5MG CAP	APR 29, 2005
909263/1	CMOPPATIENT11,ONE (0011)	HYDROCODONE 2.5/APAP 167	APR 29, 2005
909264/1	CMOPPATIENT11,ONE (0011)	TESTOSTERONE 2.5MG/24HRS	APR 29, 2005
909286/1	CMOPPATIENT20,ONE (0020)	HYDROCODONE 2.5/APAP 167	APR 30, 2005
909292/1	CMOPPATIENT33,ONE (0033)	ASA 325/BUTALBITAL 50/CA	MAY 01, 2005
909407/0	CMOPPATIENT40,ONE (0040)	DIAZEPAM 5MG TAB	JUL 17, 2005
909409/0	CMOPPATIENT40,ONE (0040)	ATROPINE 0.025/DIPHENOXY	JUL 17, 2005
909452/0	CMOPPATIENT55,ONE (0055)	ATROPINE 0.025/DIPHENOXY	JUL 20, 2005
909489/0	CMOPPATIENT61,ONE (0061)	ATROPINE 0.025/DIPHENOXY	JUL 20, 2005
909491/0	CMOPPATIENT61,ONE (0061)	DIAZEPAM 5MG TAB	JUL 20, 2005

Total ALASKA VA HSRO: 6 Patients and 10 Prescriptions.

## Mail Messages Seen At CMOP Facilities

1. The **CMOP Activation Request** message is generated when the Outpatient Pharmacy personnel submit a request to activate the medical center facility to do CMOP processing. This message is received at the host CMOP facility and notifies the CMOP Manager that a medical center is requesting to activate CMOP processing. An alert is also generated at the time of this message which requires a response from the CMOP Manager before the medical center can begin CMOP processing. This message is also used to update the CMOP NATIONAL SITE file (#552).

Subj: CMOP Activation Request [#38899] 05 Dec 96 10:58 5 Lines  
From: POSTMASTER in 'IN' basket. Page 1 \*\*NEW\*\*

---

Request to activate CMOP processing.

Facility : BIRMINGHAM, AL.  
Requester : OPHPHARMACIST2,THREE  
Request date/time: DEC 5,1996@10:58

2. The **CMOP Activation Approval** message is sent to all holders of the key (PSXMAIL) at the host facility. This message notifies the manager that a medical center has now been activated to transmit data to the CMOP.

Subj: CMOP Activation Approval [#38908] 11 Dec 96 10:28 6 Lines  
From: POSTMASTER (Sender: CMOPPHARMACIST30,THREE) in 'IN' basket. Page 1  
\*\*NEW\*\*

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Request to activate CMOP processing.

Facility : BIRMINGHAM, AL.  
Requester : CMOPPHARMACIST30,THREE  
Request date/time: DEC 11,1996@10:28  
Action taken : Approved

3. The **CMOP Inactivation Notice** is received by the CMOP host facility when the medical center inactivates CMOP processing. This message triggers an inactivation flag in the CMOP NATIONAL SITE file (#552). This flag indicates the medical center is inactive and data cannot be received from that medical center until a request to activate CMOP processing is received by the host and approved by the CMOP manager.

.....An example of this message is shown on the following page.....